



Minutes

Citizen Advisory Panel

25 October 2019

10am – 1pm

Cade, Sedgemoor Centre

Present:

Sally Turner	CAP Lay member (Chair)
Steve Bird	CAP Lay Member
Liz Davies	CAP Lay Member
Kathy Doeser	Prospective CAP Lay Member
Paul Ford	CAP Lay member
Joan Heaton	CAP Lay member
Nikki Kelly	Governing Body Lay member for Patient and Public Involvement
Louise Moore	PPI Assistant, NHS Kernow
Jan Slimm	Speech to Text Operator

Apologies:

Clare Bryan	Chief Finance Officer, NHS Kernow
Catherine Fuller	Healthwatch Isles of Scilly
Jim Harris	CAP Lay member
Ian Jones	Volunteer Cornwall
Nigel May	CAP Lay Member (Vice Chair)
Nigel Morson	CAP Lay Member
Jackie Pendleton	System lead for communications and engagement/Chief Officer, NHS Kernow
Jeremy Preedy	CAP Lay Member
Babs Rounsevell	Healthwatch Cornwall
Amanda Stratford	Healthwatch Cornwall

Agenda No	Item discussion	Action No	Action By
1	<p>Welcome and introductions</p> <p>Sally welcomed everyone and apologies were noted. Kathy Doeser had decided that she would like to join CAP and an informal interview and paperwork would be completed following the November CAP meeting.</p>		

<p>2</p>	<p>Minutes and Actions from previous meeting – September 2019</p> <p>The minutes of the last meeting were agreed.</p> <p>The Action Grid was discussed and updated.</p> <p>Matters arising from the minutes</p> <p>With regard to equipment not being used in surgeries, Kathy advised that she had raised that issue at the South Kerrier PCN.</p> <p>With regard to the issues surrounding IT equipment for practices, Sally believed that had been resolved.</p> <p>Membership of groups and boards – Jackie had sent the information to CAP members and Paul had offered to join the Older People Partnership Board and Nigel Morson had offered to join the Learning Disability Partnership Board. Liz was also considering joining one of the partnership boards.</p> <p>Paul was a ‘second’ CAP member for the Primary Care Committees and he wondered whether he should go along to each meeting, as the items discussed were complicated and it could be difficult to attend as a substitute, without having been to previous meetings. There was also discussion about confidentiality as the two groups viewed that differently.</p> <p>ACTION: Confidentiality issues to be clarified and a protocol established. Request that Jackie then send that to the Chairs of the Primary Care Development Group and Joint Primary Care Commissioning Committee.</p>	<p>44/2019</p>	<p>Sally/Jackie</p>
<p>3</p>	<p>PPG Conference Update</p> <p>Laura Patrick joined the meeting to give an update on the PPG conference. The date was confirmed as 14 November. However, due to unforeseen circumstances the venue had been</p>		

	<p>changed to Shire House Suite in Bodmin.</p> <p>Speakers had been confirmed and the agenda drafted. Laura would ensure that work was done to ensure there was a lunchtime marketplace.</p> <p>The conference invitation had been emailed twice to PPG contacts, however, there still seemed to be a lack of awareness amongst PPGs of the conference.</p> <p>Laura advised that a further, urgent, message would be sent out to Practice Managers with a request to ensure that the information was passed to PPGs.</p> <p>CAP members reflected that they would have liked to have more involvement in the conference planning.</p>		
<p>4</p>	<p>Embrace next steps and discussion</p> <p>Dylan was unable to attend the meeting, however, Tryphaena Doyle had agreed to attend the November meeting to provide an update on Embrace.</p> <p>Some members of CAP had already attended presentations and were aware of the findings of the Embrace work.</p> <p>Having reviewed the data, six workstreams had been established: Attendance and Admissions; Acute Hospital Flow; Community Intervention Offer; Homecare Commissioning; Community Led Discharge; and Bed-Based Rehabilitation and Reablement. 40 people had seconded to the workstreams.</p> <p>CAP members were concerned about what would happen to the other projects those people were already working on. Nikki suggested that sometimes resource from outside the 'system' should be considered.</p> <p>There was concern about the pressure on local organisations that were supporting social prescribing, if there was lack of investment in</p>		

	<p>those.</p> <p>CAP members would like an overview of all the projects and key people involved and Tryphaena Doyle, John Govett and Richard Williams would be invited to the November meeting.</p> <p>CAP members felt they needed clarification of their involvement and critical friend, PPG and community feedback in relation to Embrace.</p>		
5	<p>Feedback/Reports from CAP members</p> <p>Nikki provided an update on her role as a Community Navigator and some of the initiatives that she had implemented in her area.</p> <p>Nikki mentioned Community Café that was to launch on 26 November in St Michael's Church Hall in Perranporth and would circulate details of that to the group.</p> <p>ACTION: Nikki to circulate details of the community café launch to the group.</p> <p>Steve advised that he would be delivering a Personalised Care workshop at the PPG conference.</p> <p>A recent initiative at Steve's surgery was that COPD patients attending for flu jabs had been invited along to presentations that were relevant to them including information on the myCOPD app and a talk from the rehab nurses. It was hoped that a similar session could be run for diabetes patients next year.</p> <p>The PCN had bought licences for both the myCOPD and libre sensor app – an app for blood sugar scanning in people with diabetes.</p> <p>Old Bridge surgery had also signed up to Livi, where people could access a doctor by videocall.</p> <p>Some allotments had been allocated for social prescribing purposes in the area.</p> <p>Steve updated the group on his involvement with</p>	45/2019	Nikki

	<p>the 'One & All 1000 stories' project and the Spread academy's work to improve personalised care.</p> <p>Steve was also using his skills as a digital champion by spending a morning a week in the surgery talking to people about and signposting to more information about digital issues.</p> <p>Nikki had a contact in the Digital Inclusion team and suggested that they could provide digital champion training to CAP members.</p> <p>ACTION: Nikki to investigate the possibility of Digital Champion training for CAP members.</p> <p>Joan gave details of a networking opportunity (Shaping my Community) hosted by VSF Cornwall that was to be held at Launceston Town Hall on 5 November.</p> <p>Liz again highlighted the problems people with hearing loss experience in hospital and GP surgeries and advised that Hearing Loss Cornwall would like there to be training for staff.</p> <p>ACTION: Sally to investigate who should/could take this forward.</p>	<p>46/2019</p> <p>47/2019</p>	<p>Nikki</p> <p>Sally</p>
<p>6</p>	<p>Agenda planning for future meetings</p> <p>Nikki had contacted Young People Cornwall and was discussing with them the possibility of representation from the Youth Council. It was suggested that a blanket invitation was too vague and that any invitation should be specific.</p> <p>November CAP meeting agenda items – Embrace findings discussion; a review of the PPG conference; finalise attendance at other meetings.</p> <p>ACTION: Tryphaena Doyle, John Govett and Richard Williams to be invited to the next meeting.</p> <p>January CAP meeting agenda items – Update on the Health and Care Academy.</p>	<p>48/2019</p>	<p>Sally/Nikki/ Louise</p>

	ACTION: Julie Gripton to be confirmed for attendance at the January meeting.	49/2019	Louise
7	<p>Any Other Business</p> <ul style="list-style-type: none"> • Caroline Chick will attend to take photos of CAP members at the end of the November meeting, for use by the communications team when promoting CAP and for inclusion on the website. 		